

## COUNTRY FACT SHEET

### ARMENIA

(August 2015)

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## **I. INTRODUCTION**

### **1. Measures to be undertaken before the return**

The returnee should

- Prepare the following documents:
  - Valid passport or equivalent
  - Armenians abroad can apply for or extend passport at embassies or consular office
  - Armenians abroad with invalid or expired passports from former Soviet Union, but in need of urgent return, can be issued temporary one-way return certificate

### **2. Measures to be undertaken immediately after the return**

The returnee should:

- inform authorities and register under the new address
- register children born outside of Armenia at the embassy of consular office abroad, for they acquire Armenian citizenship regardless of their place of birth

## **II. HEALTH CARE**

Information on the Health care system, legislation (including the groups of persons benefiting from free medical services and the list of diseases covered by the Government of Armenia) and the list of health care institutions can be obtained at the official website of the Ministry of Health of Armenia: [www.moh.am](http://www.moh.am).

### **1. Health care system**

Armenia's health care system is composed of a state-guaranteed free health care and an individual voluntary medical insurance.

The following social groups of population are entitled to receive free medication through local polyclinics:

- Disabled, 1st and 2nd groups (the category of disability is defined by The Ministry of Labour and Social Issues)
- Disabled children (under 18 years)
- WWII veterans and persons equal to the latter
- Children without parental care, as well as unilateral orphans (under 18 years)
- Children of multi-child families (under 18, with four and more minor children)
- Family members of the servicemen killed in action while defending the Republic of Armenia as well as the ones who died in the line of duty
- Children from families consisting of disabled people (under 18 years)
- Children under 7 years

Discount of 50% on medication is guaranteed for the following social groups:

- Disabled, 3rd group
- Illegally sentenced people
- Single not working pensioners
- Families consisting only of not working pensioners
- Single mother's children (under 18 years)

Discount of 30%:

- Not working pensioners

Preconditions:

- Referral from the local polyclinics
- Passport, with exception of urgent cases
- Further documents certifying the social status

Individual voluntary medical insurance:

- Returnees not eligible to benefit from state-guaranteed free health care can buy voluntary insurance. Prices vary from 230 USD to 350 USD per annum. Passport and social insurance card are required for application.
- <http://www.reso.am>; <http://www.ingoarmenia.am>; <http://armeniainsurance.am>.

## **2. Importing medication:**

If the import of medication is necessary please consider the following:

- Import for personal use is restricted up to 10 items of medicines, 3 consumer boxes
- Certificate that the given medicine is not available in Armenia
- Certificate of the necessity of the medicine given by the doctor

## **III. EMPLOYMENT**

### **1. Labour market situation**

According to the State Employment Agency of the Ministry of Labour and Social Affairs the unemployment rate as of January 1, 2015 was 17.1 and the number of unemployed amounted to 65.9 thousand people.

### **2. Unemployment assistance / training**

Armenia has a state program on population employment regulation consisting of the national and local employment programs. They include:

- Professional training courses
- Support to the unemployed in moving to other residential area for work
- Partial salary compensation to the employer in case of employing persons uncompetitive in the labor market
- Support to unemployed in gaining work experience
- Support to small entrepreneurship
- Support to unemployed by providing seasonal jobs in agricultural field

Beneficiaries of the state program:

- the unemployed
- the disabled persons
- pensioners of long-term service and privileged pensioners
- returned migrants are considered uncompetitive and thus eligible for state program

Detailed description of State Employment programs is available at the official website of the RA State Employment Agency: <http://employment.am>

## **IV HOUSING**

### **1. Housing situation**

In case the financial situation of a returnee allows him to rent a flat on his own, the least market price of apartment monthly rental in Yerevan starts from 100 USD and from 50 USD in Marzes (administrative district of Armenia). Costs for utilities can be obtained at the official website of the Public Services Regulatory Commission of the Republic of Armenia: <http://www.psrc.am/en>.

### **2. Social grants and assistance to find accommodation**

Currently there are no state programs aiming at the provision of accommodation for returnees in Armenia.

Temporary accommodation can be provided:

- maximum of 3 months
- by Armenian Migration Agency for refugees claiming asylum
- also temporary shelter to homeless citizens, including assistance at finding housing
- apply to the Ministry of Labor and Social Issues (<http://www.mlsa.am>)

Links for Real Estate Agencies in Armenia: [www.myrealty.am](http://www.myrealty.am); [www.akcern.am](http://www.akcern.am); [www.elate.am](http://www.elate.am)., etc.

## **V. SOCIAL WELFARE**

### **1. Social welfare system**

The social welfare system of Armenia currently includes:

- State social assistance programs, such as family benefits, disability, age, and other social pensions, one-off child birth allowances, and a child allowance (up to the age of 2);
- Social assistance programs for the handicapped, veterans, and children, in particular, medical and social rehabilitation programs, in-house social services for the elderly and disabled, homes, orphanages and boarding schools;
- State social insurance programs, consisting of age and disability pensions, as well as allowances for temporary disabilities and pregnancy;
- A system of privileges for certain target groups of the population that, in 1999, lived through significant distressing conditions, primarily for veterans of World War 2.

More information on social benefits and allowances as well as contact information of the respective departments can be obtained from the Ministry of Labor and Social Issues and its regional offices ([www.mss.am](http://www.mss.am)).

### **2. Pension system**

The pension age in Armenia is 63 years and 65 years for social pensions (less for those whose work was arduous or hazardous).

The State pension insurance system based on mandatory social insurance includes:

- Old-age pensions
- Protracted service pensions
- Disability insurance pensions
- Insurance pensions to families who have lost the head of household

It is possible to learn about pension types, how they are calculated and about the necessary documentations from the following website: <http://www.ssss.am/arm/pensions-system/pension-security>. With the pension calculator located on the website one can enter the work experience, disability group if any, and see the pension.

## **VI. EDUCATIONAL SYSTEM**

### **1. Educational system**

- Pre-school establishments (which function not less than 10 months in a year) provide care, nursing, improvement of sanitary conditions, bringing up, and training of children aged from 1 to 6 years.
- General education schools are primary, basic, senior and secondary education institutions and gymnasiums, which implement general educational programs.
- Colleges are included into secondary specialized educational establishments and provide advanced secondary specialized education including subjects of higher educational programs. More information on preliminary (artisan) and vocational education can be obtained at: <http://www.mkuzak.am>.
- Higher education in Armenia is implemented in state Higher Education Institutions (HEI) on paid and free basis, and in private HEIs – on paid basis (a two-tier system (bachelorship and magistracy))

## 2. Needed documents

- No specific documents are needed for returning pupils/students
- to be admitted to another school/university a document is required, stating that the pupil or student has been transferred to the next class/year of a school or university

## 3. Approval and verification of foreign diplomas

- Compulsory procedure implemented by the RA State Agency National Information Center for Academic Recognition and Mobility of Armenia (Amiryan str. 27; Tel./Fax: (+374 10) 53 09 04; Email: info@armenic.am)
- the Agency issues a Certificate of Acceptance
- final thesis, Diploma (original together with a certified copy), the list of research papers, and passport are required

## 4. Costs, loans and stipends

Costs:

- costs of the state and non-state HEIs differ
- costs normally depend on how “popular” the chosen sector is at the moment
- the average tuition fee in state HEIs starts from 400 USD per study year

Stipends:

- education of 6-18 years old children, including ancillary educational services, is financed by state
- students can be awarded a stipend on competitive basis, according to the initial grades that the students obtained for the admission exams
- government refunds 50 to 100 percent of tuition of those students who are registered in the Poverty Family Benefit program and have passed the exams

Loans:

- private banks have started the provision of study loans with an average interest rate of about 15% annually
- maximum period for these types of loans is 1 year with a limitation of about 1000 USD

## 5. Language

- Proficiency in the Armenian language is essential for entering schools and other educational institutions
- Ministry of Education and Science can provide information about available Armenian language training courses upon request or in case of necessity help to organize them for special groups

## VII. CONCRETE SUPPORT FOR RETURNEES

### 1. State migration service (SMS)

Since 2012 the State Migration Service (SMS) implements a project on the formation of conditions for the effective reintegration for Armenians who have returned to Armenia from abroad. In the framework of the reintegration project assistance will be implemented in two ways, consulting on the issues and service provision. Migrants and returnees can get necessary information on the State Migration Service “Hotline” (+374)1026-41-63 or visit - [www.smsmta.am](http://www.smsmta.am).

Web portals of the SMS [www.backtoarmenia.am](http://www.backtoarmenia.am) or [www.tundardz.am](http://www.tundardz.am) enable users to browse useful information on a wide range of issues starting from education and healthcare systems in Armenia up to and including military service. In addition, the website enables Armenian migrants abroad to directly address questions to the respective state authorities online. The

system also provides a possibility for direct online communication between migrant and respective state official in order to receive immediate answers to questions posed by migrants.

## **2. Referral centre for reintegration (RCR)**

Referral Centre for reintegration (RCR), established in the structure of the State Migration Service (SMS), formally registers the returnees and refers to existing reintegration programmes. The RCR is located in the office of the State Migration Service (Address: 4 Hr. Kochar street, Yerevan; Phone: +374 (0)10 224925; E-mail: [contact@ti-armenia.org](mailto:contact@ti-armenia.org); [externalrelations.sms@gmail.com](mailto:externalrelations.sms@gmail.com); Webpage: <http://www.smsmta.am>).

## **3. Migrant resource centres**

Migrant Resource Centres, established within the system of the State Employment Agency (SEA) of the Ministry of Labor and Social Issues (MLSI), provide reintegration services to potential and returning migrants, individual advice concerning job placement and involvement in the state employment programs ([www.employment.am](http://www.employment.am)).

The following international organizations and NGOs implement projects and initiatives aimed at reintegration of returned migrants:

- International and non-governmental programs
- The International Organization for Migration (IOM)
- Armenian Caritas
- The French Office for Immigration and Integration  
The French Armenian Development Foundation
- People in Need Czech NGO

For more details please consult the Referral Guide for Reintegration of returnees:

[http://publications.iom.int/bookstore/index.php?main\\_page=product\\_info&cPath=47&products\\_id=1239](http://publications.iom.int/bookstore/index.php?main_page=product_info&cPath=47&products_id=1239) (in Armenian) and

[http://publications.iom.int/bookstore/index.php?main\\_page=product\\_info&cPath=47&products\\_id=1240](http://publications.iom.int/bookstore/index.php?main_page=product_info&cPath=47&products_id=1240) (in English).

## VIII. CONTACT INFORMATION AND USEFUL LINKS

The RA legislation is available at the Armenian Legal Information System: [www.laws.am](http://www.laws.am).

Information on Armenian banks and currency rates is available at: [www.cba.am](http://www.cba.am); [www.banks.am](http://www.banks.am).

International, Non-governmental, Humanitarian Organizations

### **International Organization for Migration**

Mission in Armenia

14 Petros Adamian street, 0010 Yerevan, Republic of Armenia; Phone: +374 10 585692;  
[www.iom.int/Armenia](http://www.iom.int/Armenia)

### **Business Support Centre**

“Business Pale” Centre, 2nd floor, 6 Yekmalian Str., Yerevan; T.: (+374 10) 57 47 78, (+374 10) 53 23 13, (+374 60) 53 21 13, (+374 99) 57 47 78, (+374 77) 57 47 78; [bsc@bsc.am](mailto:bsc@bsc.am), [marketing@bsc.am](mailto:marketing@bsc.am)  
<http://www.bsc.am>

**Caritas Armenia** Main Office Address: 8 Vazgen Sargissian Street, Side street nr. 3, 3118 Giumri;  
Phone: +374 312 57201;

Caritas Armenia Yerevan Office 34 Chaikovski Street, Apt. 23, Yerevan; Phone: +374 10 56 57 66;  
[caritas@cararm.am](mailto:caritas@cararm.am); [www.caritasarm.am](http://www.caritasarm.am); <http://www.reintegrationcaritas.be/en/country-information/asia/armenia.html>

### **Mission Armenia**

42, Garegin Nzhdeh Street, Yerevan 0026, Armenia Phone: (+374 10) 444792, 444793, 444761, 444732 Fax: (+374 10) 444792 <http://www.mission.am> E-mail: [org@ngo.mission.am](mailto:org@ngo.mission.am)

### **Armenian Red Cross Society**

21/1 Paronyan Street, 0015, Yerevan, Armenia Tel./Fax: (+374 10) 583630 E-mail: [redcross@redcross.am](mailto:redcross@redcross.am) [www.redcross.am](http://www.redcross.am) (Armenian/English)

### **Repat Armenia Foundation**

37 Hanrapetutian Street T.: 374 60 464660 [contact@repatarmenia.org](mailto:contact@repatarmenia.org)  
<http://repatarmenia.org/eng>

### **Republican Union of Employers of Armenia**

26a Movses Khorenatsi street, 3rd floor, 0010 Yerevan, Armenia Tel.: (+37410) 527421, 528709  
[www.employers.am](http://www.employers.am) (Armenian, English, Russian)

### **Sectorial Union of Private Employment Agencies of the Republican Union of Employers of Armenia**

(Headquartered at Tanger Recruitment Agency) 7 Kasian street, 2-nd entrance, Apt. 11, Yerevan, Armenia Tel.: (+37410) 27-53-10, (+37460) 529-529 Mobile: (+37491) 29-18-92 [tanger@tanger.am](mailto:tanger@tanger.am)  
Skype: [tanger.recruitment.company](http://tanger.recruitment.company) <http://tanger.am> (Armenian, Russian, English)  
<http://www.employers.am/Firms.aspx?UnionId=30&lang=arm> (in Armenian) and  
<http://www.employers.am/Firms.aspx?UnionId=30&lang=eng> (in English).

### **United Methodist Committee on Relief (UMCOR) Armenia**

14, Karapet Ulnetsi Street, Yerevan, Armenia  
UMCOR anti-trafficking hotline: 0-800-50-558 Tel:  
+374 (10) 24 81 41, 28 29 77 Fax: +374 (10) 24 92  
15 E-mail [umcor@umcor.am](mailto:umcor@umcor.am) <http://www.umcor.am>

**French Office for Immigration and Integration (OFII)** Representation in Armenia Piazza Grande, 10 V. Sargsyan Street, 3rd floor, Yerevan, 0010 Republic of Armenia

T: +374 60 61 3036 <http://www.ofii.fr>; [facebook.com/TIAproject](https://www.facebook.com/TIAproject); <http://ec.europa.eu/immigration>

**People in Need** Armenia Mission 2 Marshall Baghramian Avenue, Appt. 50, Yerevan; T: +374 93 25 92 39; [www.migrant.am](http://www.migrant.am)

**French Armenian Development Foundation (FFAD)** 10/7 Azatutyun Avenue, 0037 Yerevan, Republic of Armenia T.: 374 10 201840 [info@ffad.am](mailto:info@ffad.am) [www.ffad.am](http://www.ffad.am)